

COMMANDER, NAVY REGION SOUTHWEST INSPECTOR GENERAL

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INSPECTOR GENERAL ACTION REQUEST			
DATA REQUIRED BY THE PRIVACY ACTION OF 1974			
AUTHORITY: Inspector General Act of 1978, As Amended; Title 5, U.S.C. §§ 2301 and 2302; DoD Directive 5106.01; DoD Instruction 7050.01; DoD Directive 1401.03; DoDDirective 7050.06; 10 Title USC Section 5014 PRINCIPAL PURPOSE: To secure sufficient information to inquire into the matters presented and to provide a response to the requestor(s) and/or take action to correct deficiencies. ROUTINE USES: Information is used for official purposes within the Department of Defense: to answer complaints or respond to requests for assistance, advice, or information; by Members of Congress and other Government agencies when determined by the Inspector General to be in the best interest of the Navy; and, in certain cases, in trial by courts-martial and other military matters as authorized by the Uniform Code of Military Justice, Department of Defense Blanket Routine Uses also apply. DISCLOSURE of the Social Security number and other personal information is voluntary. However, failure to provide complete information may hinder proper identification of the requestor, accomplishment of the requested action(s), and response to the requestor.			
Would you like to remain anonymous? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If yes, DO NOT complete your contact information below)			
Would you like confidentially? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If yes, identify yourself below. We will not release your name without your consent)			
Your Contact Information: (All boxes in this form have been restricted to visible area only for information input.)			
Last Name	First Name	MI	Rank/Grade
Street 1:	Home Telephone (Area Code & number)		
Street 2:	Office Telephone (Area Code & number)		
City:	Mobile Telephone (Area Code & number)		
State:	Zip Code	E-Mail Address:	
Who performed the wrongdoing? (All boxes in this form have been restricted to visible area only for information input.)			
Last Name	First Name	MI	Rank/Grade
Duty Station/Place of Employment/Business	NAVY REGION SOUTHWEST FLEET AND FAMILY SERVICES		
What did this individual do or fail to do that was wrong? Briefly describe the alleged wrongdoing. Also, please attach any documents that support your complaint. What rule, regulation or law do you think this individual violated? See continuation page for additional space.	WHISTLEBLOWER PROTECTION ACT, PROHIBITED PERSONNEL PRACTICES, SEE ATTACHED		
When/Where did the incident occur? Be as specific as possible about the dates, locations, and command?	SEE ATTACHED		
Why do you think the incident took place?	UNSURE, RETALIATION DUE TO BRINGING TO LIGHT MANY DISCREPENCIES IN THE NAVY CHILD DEVELOPMENT HOME PROGRAM		
Have you used another process or contacted another IG to resolve this matter? If yes, please identify the current status of the matter.	NO		
What do you want the IG to do?	HELP OBTAIN ANSWERS TO OUR QUESTIONS AND RECTIFY DISCREPENCIES WITHOUT FURTHER RETALIATION OR FEAR OF BEING OSTRICIZED OUT OF THE PROGRAM		

CONTINUATION PAGE

By submitting this form you certify that all of the statements made in this complaint are true, complete, and correct, to the best of your knowledge. You understand that a false statement of a material fact is criminal offense 18 USC Section 1001 and UCMJ, Article 107). This information is submitted for the basic purposes of requesting assistance, correcting injustices affecting the individual, or eliminating conditions considered detrimental to the efficiency or reputation of the Navy.

Submit via Email

To be completed by the Inspector General Office

Date of Complaint: _____ **Receipt method:** _____ **NIGHTS Case No.:** _____

W CIV CNRSW, N00G

From: [REDACTED] OIG DoD <[REDACTED]@DODIG.MIL>
Sent: Tuesday, December 20, 2011 9:09
To: [REDACTED] CIV CNIC HQ, N00; [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] OIG DoD; [REDACTED] OIG DoD
Subject: RE: [REDACTED] case; NIGHTS # 201103608

[REDACTED]
Just a follow-up. I spoke to Ms. [REDACTED] this a.m. Unfortunately she is not covered under Title 10 USC 2409--the DoD contractor whistleblower law. As an independent contractor she is not covered under this statute. The statute covers employees of prime DoD contractors (e.g. Boeing).

My plan is to ask that the DoD IG Hotline is to refer this back to appropriate Navy authorities. We also discussed her option to seek resolution through a Congressional.

Thanks,
[REDACTED]

-----Original Message-----

From: [REDACTED] CIV CNIC HQ, N00 [mailto:[REDACTED]@navy.mil]
Sent: Monday, December 19, 2011 5:21 PM
To: [REDACTED] OIG DoD
Cc: [REDACTED] CIV CNIC HQ, N00
Subject: FW: [REDACTED] case; NIGHTS # 201103608

Ms. [REDACTED] [REDACTED] response about the status of the case. [REDACTED] is sending me the emails to send on to you. Please feel free to contact him if you need further information. His email is [REDACTED]@navy.mil.

V/r, [REDACTED]

[REDACTED]
[REDACTED]
Senior Investigator
Office of the Inspector General
Commander, Navy Installations Command
Work: 202-433-[REDACTED] DSN 94-288
Cell: 202-607-[REDACTED]
Fax: 202-433-[REDACTED]

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-----Original Message-----

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, December 19, 2011 17:08
To: [REDACTED] CIV CNIC HQ, N00; Clove, Ronald I CIV Inspector General

Cc: [REDACTED] CIV CNIC HQ, N00G; [REDACTED] CIV CNIC HQ, N00; [REDACTED] CIV CNRSW, N00G; [REDACTED]
[REDACTED] CIV NAVBASE San Diego, N00
Subject: RE: [REDACTED] case; NIGHTS # 201103608

[REDACTED] This case had two components. The 1st was regarding policies and practices of the Child Care Home program, which was referred to NRSW's N9 ([REDACTED] Program Director) for appropriate action per our Deputy IG. [REDACTED] conducted an internal review, instituted several policy changes, and took adverse administrative action against several N9 employees.

The second issue involved alleged reprisal against the Complainant by [REDACTED] subordinates. [REDACTED] directed that we advise the Complainant that she could file a reprisal complaint with DoD IG because she is considered an independent contractor.

My involvement was to open a case in NIGHTS, refer the complaint to N9 for action regarding programmatic issues, and provide Complainant with information/web link on how to file a reprisal complaint with DoD IG. Aside from the information I uploaded in NIGHTS (original complainant, some correspondence) and case notes, I have several emails from [REDACTED] I can provide if you need them.. Unfortunately, since the NIGHTS case is closed, I no longer have access to it.

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] CIV CNIC HQ, N00
Sent: Monday, December 19, 2011 12:03
To: [REDACTED] CIV NAVBASE San Diego, N00; Clove, Ronald I CIV Inspector General
Cc: [REDACTED] CIV CNIC HQ, N00G; [REDACTED] CIV CNIC HQ, N00
Subject: FW: [REDACTED] case; NIGHTS # 201103608

Ron, [REDACTED] See email string below. Your complainant in this case has contacted DoD IG. I have forwarded the DoD IG POC the documents in NIGHTS from this case. If you have anything else regarding this case please forward it to either me or [REDACTED] We'll make sure it gets to DoD IG.

Why was case closed? Who was it referred to when it was closed? If to the command has the command done anything with it?

BTW, [REDACTED] is out all week and I am teleworking today. Although I have forwarded my office phone to my BB, my BB has horrible reception. If you'd like to discuss, please call my home number at [REDACTED]

V/r, [REDACTED]

[REDACTED]
Senior Investigator
Office of the Inspector General
Commander, Navy Installations Command
Work: 202-433-[REDACTED] DSN 94-288
Cell: 202-607-[REDACTED]
Fax: 202-433-[REDACTED]

-----Original Message-----

From: [REDACTED] CIV NAVINSGEN, N62
Sent: Monday, December 19, 2011 14:19
To: [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] CIV CNIC HQ, N00G
Subject: FW: [REDACTED] case; NIGHTS # 201103608

[REDACTED]
Please see email below from DoDIG. Please have Mr. [REDACTED] forward the info to me as soon as possible.

Thanks in advance.

R/[REDACTED]

[REDACTED]
Head, Whistleblower/Mental Health Branch
Hotlines Division
Naval Inspector General
Office: 202-433-[REDACTED]/DSN 288

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-----Original Message-----

From: [REDACTED] OIG DoD [mailto:[REDACTED]@DODIG.MIL]
Sent: Monday, December 19, 2011 13:36
To: [REDACTED] CIV NAVINSGEN, N62
Cc: [REDACTED] OIG DoD
Subject: [REDACTED] case; NIGHTS # 201103608

Hi [REDACTED]

We just received a complaint from Ms. [REDACTED] [REDACTED]. She was working with the IG at San Diego, Mr. [REDACTED]. I believe her case number is 201103608. It appears she may be a contractor or NAF employee. Can we get the file and any ground work done by Mr. [REDACTED] office. I'd like to have that for our file here. Also, can Mr. [REDACTED] confirm her employment status (e.g. is she a contractor? NAF?)

Thanks so much for your help. Have a safe and happy holiday.

[REDACTED]

Department of Defense Office of Inspector General
Administrative Investigations/Whistleblower Reprisal Investigations
ATTN: [REDACTED] Suite 14G25
4800 Mark Center Drive
Alexandria, VA 22350-1500
Comm: 703.699-[REDACTED]; DSN: 499-[REDACTED]

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DEFENSE HOTLINE CASE REFERRAL		
1. FROM Department of Defense Hotline The Pentagon Washington, DC 20301-1900 E-mail: hotline@dodig.mil Fax: (703) 604-8567, DSN 664-8567 HOTLINE: 1-800-424-9098	2. TO DEPARTMENT OF THE NAVY INSPECTOR GENERAL	3. HOTLINE CASE NO. 122425 4. REFERRAL DATE MAY 15 2012 5. SUSPENSE DATE NOV 15 2012
6. INDEPENDENCE In all matters relating to investigative work, the investigative organization must be free, both in fact and appearance, from impairments to independence; must be organizationally independent; and must maintain an independent attitude. This standard places upon agencies, audit, inspection, and investigative organizations; and individuals assigned to conduct inquiries the responsibility for maintaining independence, so that findings, judgments, conclusions, and recommendations will be impartial and will be viewed as impartial by knowledgeable third parties. If your organization's independence is impaired, in fact or appearance, take no investigative actions and contact the Defense Hotline immediately. For more information on impairments to independence, go to the Council of Inspectors General on Integrity and Efficiency Web site at http://www.ignet.gov .		
7. ACTION REQUIRED		
<input type="checkbox"/> a. ACTION REFERRAL. The attached complaint is referred to your Component for ACTION. Conduct an inquiry and provide this office a Defense Hotline Completion Report by the suspense date in Item 5 above. <i>If more time is needed, submit a written extension request to the Defense Hotline before the suspense date stating the reason for the delay and the anticipated completion date.</i>		
<input checked="" type="checkbox"/> b. INFORMATION REFERRAL. The attached complaint or disagreement is referred to your Component for INFORMATION. You are not required to provide this office a Defense Hotline Completion Report <i>unless</i> your Component decides to conduct an inquiry and that inquiry results in corrective action.		
<input type="checkbox"/> c. NO ACTION REQUIRED - COURTESY COPY.		
8. ADDITIONAL INFORMATION		
<input type="checkbox"/> a. SUPPLEMENT. Supplement to previous referral under this case number.		
<input type="checkbox"/> b. IDENTITY OF THE SOURCE. <input type="checkbox"/> Anonymous source. <input type="checkbox"/> The source <i>did not</i> consent to the disclosure of his or her identity. If you need the source's help during an investigation, contact the Defense Hotline.		
<input type="checkbox"/> c. REPRISAL/IMPROPER REFERRAL FOR MHE. The DoD Office of Inspector General (OIG), Directorate for Military Reprisal Investigations, reviewed the allegations of whistleblower reprisal and/or allegations pertaining to a commander-directed (involuntary) referral of a military member for a mental health evaluation (MHE) and determined the allegations do not meet the criteria for consideration under the applicable statute or DoD Directive.		
<input type="checkbox"/> d. DOD SENIOR OFFICIALS. The DoD OIG Directorate for Investigations of Senior Officials, reviewed the allegations of senior official misconduct and determined the allegations do not meet the criteria for investigation under DoD Directive 5505.06, <i>Investigations of Allegations Against Senior Officials of the Department of Defense</i> .		
<input type="checkbox"/> e. DEFENSE HOTLINE REMARKS. (If more space is needed, use HL FM 3, Continuation Sheet for Hotline Forms.)		
<p style="text-align: center;">FOR OFFICIAL USE ONLY</p> <p>The attachments are Department of Defense Inspector General (DoD IG) documents and may contain information that could identify an IG source. The identity of an IG source must be protected. Access to the attached documents is limited to persons with the need-to-know for the purpose of providing a response to the DoD IG. Do not release, reproduce, or disseminate the attached documents (in whole or in part) outside DoD without the prior written approval of the DoD IG or designee. Do not permit subjects, witnesses, or others to receive, review, or make copies of attached documents.</p> <p style="text-align: center;"><i>This HL FM 1 does not require protection when separated from the "For Official Use Only" attachments.</i></p>		

HL FORM 1, OCT 2010

PREVIOUS EDITIONS ARE OBSOLETE.

From: [REDACTED] Galindo
To: Hollie, OIG DoD
Subject: att [REDACTED] Fw: Resolution of Your Navy IG Hotline Complaint--Follow-up
Date: Friday, December 09, 2011 4:13:21 PM
Attachments: Contractor Reprisal Guide (Apr 2011).pdf

[REDACTED]
This is part of the correspondents between myself and Mr. [REDACTED] there are a few more to follow.
v/r
[REDACTED]

--- On Fri, 12/2/11, [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED] navy.mil>
wrote:

From: [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED]@navy.mil>
Subject: Resolution of Your Navy IG Hotline Complaint--Follow-up
To: [REDACTED] <jelejr11@yahoo.com>
Cc: [REDACTED] CIV CNRSW Broadway Complex San Diego, N2"
[REDACTED] navy.mil>, [REDACTED] CIV CNRSW, N00G" [REDACTED]@navy.mil>, [REDACTED]
[REDACTED] CIV NAVBASE San Diego, N00" <[REDACTED] navy.mil>
Date: Friday, December 2, 2011, 4:47 PM

Ms. [REDACTED] After consulting with my IG chain of command, I have been directed to advise you that you may file a reprisal complaint with DoD IG, which maintains authority over reprisal cases involving Contractors. For your convenience, I have provided the attached guide and a link to DoD IG's website, should you decide to pursue a reprisal complaint.

<http://www.dodig.mil/INV/MRI/index.html>

As Navy Region Southwest's Community Support Director, Mr. [REDACTED] is the most appropriate person to address the programmatic aspects of your complaint, so I encourage you to await his review and decision.

Respectfully,

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136

619-556-[REDACTED]

DSN 526-[REDACTED]

FAX 619-556-[REDACTED]

E-Mail [REDACTED] navy.mil <[http://us.mc1610.mail.yahoo.com/mc/compose?](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)
to: [REDACTED]@navy.mil>

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recipient but do not wish to receive communications through this medium, please so advise the sender.
Thank you.

-----Original Message-----

From: [REDACTED] [mailto:jelejr11@yahoo.com] <<http://us.mc1610.mail.yahoo.com/mc/compose?to=jelejr11@yahoo.com>>]

Sent: Thursday, December 01, 2011 19:08

To: [REDACTED] CIV NAVBASE San Diego, N00

Subject: Re: Resolution of Your Navy IG Hotline Complaint--Follow-up

Mr [REDACTED]

I appreciate your much anticipated response. However it is bittersweet. What I mean by this is my questions have not been answered. I have not been asked for nor told where to send my insurmountable amounts of documentation. I have been forced into submission by the very staff you just sent this back to, not to mention how my very character of Mr. [REDACTED] staff was questioned. Bullying tactics by Mrs. [REDACTED] in order to cower and comply. Now they will be contacting me in the next few weeks? Yet if I state I'm confused Mrs. [REDACTED] will say she is concerned that I can't comprehend what she is saying to me and she is concerned for the safety and well being of the children in my care. How am I to make sense of this? The staff of Mr. [REDACTED] goes... Mr. [REDACTED] my director [REDACTED] then my monitor [REDACTED]. Can you please tell where am I suppose to send my documentation? Who am I suppose to be speaking with? Who is going to protect us myself and Nikki Tetzlaff from further retaliation? Am I allowed to speak to anyone at this point other than you? I am not being sarcastic I am wholeheartedly concerned, and have asked this repeatedly. The reason being I went to a class that was very important to me on Monday 11/28/11. It was an epi/pen/medication administration class. We pushed very hard with [REDACTED] CMC, [REDACTED] and [REDACTED] to make this class happen since while working in the program there had yet to be one. This class was imperative for the safety of the children. While at the class the Registered Nurse was addressing us as Child Development Centers (CDC) and classroom staff instead of CDH. I did say we are CDH and she said contact [REDACTED] regarding concerns. She said I sense your hesitation I told her I can't discuss it. During the class she was instructing us on the proper way to administer rectal medication, and how not to perforate the anus. Many of the providers in the class speak English as a second language and they went home with handouts showing them how to properly insert rectal medication. They may now believe this procedure is acceptable in the CDH program seeing as our Director, Assistant Director and all monitors with the exception of [REDACTED] were present and sat idly by saying nothing to intervene. In no child care, day care or school setting are these acceptable practices. If we were to attempt to administer rectal medication we could possibly go to jail, that could be considered sexual assault/molestation. Yet I was told not to look into the paperwork, comply, or leave the program, and now you want those same people to contact me? Nikki was also in fear seeing as our own Director said and did nothing to counter these concerns. I became physically ill because I could not address these potential violations that may occur to young children, I had to excuse myself and could not finish the class. Our director would not look at me as I walked directly passed her and out of the room. Please address these concerns and help me with these confusing matters. Again we are in fear for further retaliation. We also fear by coming forward Mr. [REDACTED] staff, the same staff that does our inspections, may somehow find a way to eliminate us from the program.

Very Respectfully,

[REDACTED]

--- On Thu, 12/1/11, [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED] navy.mil <[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)> wrote:

From: [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED] navy.mil <[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)>]

Subject: Resolution of Your Navy IG Hotline Complaint--Follow-up

To: [REDACTED] <jelejr11@yahoo.com> <<http://us.mc1610.mail.yahoo.com/mc/compose?to=jelejr11@yahoo.com>> >

Cc: [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED]@navy.mil>

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<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)> >, [REDACTED]
CIV CNRSW Broadway Complex San Diego, N2" <[REDACTED]@navy.mil
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)> >, [REDACTED]
CIV CNRSW, N00G" <[REDACTED]@navy.mil <[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)> >
Date: Thursday, December 1, 2011, 5:08 PM

Ms. [REDACTED] I have discussed your situation with [REDACTED] (cc'd). Within the next few weeks, Mr. [REDACTED] as Navy Region Southwest's Community Support Director, will review Navy Region Southwest's (NRSW) current and planned policy regarding the Child Development Home program to ensure that it is within the guidelines of higher authority, meets NRSW goals, and is conducted in an efficient manner. If there are any changes as a result of this review, they will be fully documented and communicated to you and other child care providers.

Since I have opened a Navy IG Hotline case (control number 201103608), I will continue to monitor this matter. Please let me know if you do not hear from Mr. [REDACTED] staff by the end of the month or if your concerns are not satisfactorily resolved.

Respectfully,

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] <[\[REDACTED\]@navy.mil](mailto:[REDACTED]@navy.mil)>
to: [REDACTED] <[\[REDACTED\]@navy.mil](mailto:[REDACTED]@navy.mil)>
to: [REDACTED] <[\[REDACTED\]@navy.mil](mailto:[REDACTED]@navy.mil)>

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-----Original Message-----

From: [REDACTED] [mailto:[\[REDACTED\]@yahoo.com](mailto:[REDACTED]@yahoo.com)]
<[\[REDACTED\]@yahoo.com](mailto:[REDACTED]@yahoo.com)>
<[\[REDACTED\]@yahoo.com](mailto:[REDACTED]@yahoo.com)>
Sent: Wednesday, November 23, 2011 12:22
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: Re: Resolution of Your Navy IG Hotline Complaint

Hi [REDACTED]

Thank you for your response, I am aware of Mr. [REDACTED]

and his position. If you could give

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$\underline{v/r}$

5

--- On Wed, 11/23/11, [REDACTED] CIV NAVBASE San Diego, N00

From: [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED] navy.mil

<[http://us.mc1610.mall.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)>

<[http://us.mc1610.mall.yahoo.com/mc/compose?to=\[REDACTED\]@navy.mil](http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)> >

Subject: Resolution of Your Navy IG Hotline Complaint

To: [REDACTED] [REDACTED] <jelejr11@yahoo.com <<http://us.mc1610.mall.yahoo.com/mc/compose?to=jelejr11@yahoo.com>> <<http://us.mc1610.mall.yahoo.com/mc/compose?to=jelejr11@yahoo.com>>

2

Cc: [REDACTED] CIV NAVBASE San Diego, N00" [REDACTED] navy.mil
 <http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED]>
 <http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED]>, [REDACTED] W CIV
 CNRSW, N00G" [REDACTED] navy.mil <http://us.mc1610.mall.yahoo.com/mc/compose?
 to:[REDACTED]@navy.mil> <http://us.mc1610.mall.yahoo.com/mc/compose?
 to:[REDACTED]@navy.mil> >

Date: Wednesday, November 23, 2011, 11:14 AM

Here is the draft response to the complainant I've prepared for your review/approval.

<<<<<<<<<<<<<

Ms. [REDACTED] I discussed your concerns with the Navy Region Southwest N9 Department.

who is in the best position to address the issues and deficiencies you have

Thank you for bringing this matter to the attention to the Naval Inspector General. Please

1000

[illegible] $v/r,$

[REDACTED]

Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-
DSN 526-
FAX 619-556-
E-Mail: [REDACTED]

to: [REDACTED] navy.mil <[http://us.mc1610.mall.yahoo.com/mc/compose?](http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED])
to: [REDACTED] <[http://us.mc1610.mall.yahoo.com/mc/compose?](http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED])
to: [REDACTED] <[http://us.mc1610.mall.yahoo.com/mc/compose?](http://us.mc1610.mall.yahoo.com/mc/compose?to=[REDACTED])

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----- Original Message -----

From: [REDACTED] [mailto:jelejr11@yahoo.com]
<<http://us.mc1610.mall.yahoo.com/mc/compose?to=jelejr11@yahoo.com>>
<<http://us.mc1610.mall.yahoo.com/mc/compose?to=jelejr11@yahoo.com>>
<<http://us.mc1610.mall.yahoo.com/mc/compose?to=jelejr11@yahoo.com>>]
Sent: Monday, November 21, 2011 14:54
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: [REDACTED] complaint form, timeline, and initial documentation

Hello [REDACTED]

Thank you so much please let me know when you want more documentation and how you would like me to send it to you. As I previously stated I have a great deal of it. If the attachment does not open please let me know I will copy and past it to another email.

v/r
[REDACTED]

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From: [REDACTED]
To: [Hotline, OIG DoD](#)
Subject: att [REDACTED] Fw: Navy IG Complaint Form
Date: Friday, December 09, 2011 4:17:34 PM
Attachments: [CNIC - IGAR Form \(18 Nov\) \(2\).pdf](#)

--- On Mon, 11/21/11, [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED] navy.mil> wrote:

From: [REDACTED] CIV NAVBASE San Diego, N00 [REDACTED] navy.mil>
Subject: Navy IG Complaint Form
To: jelejr11@yahoo.com
Cc: [REDACTED] CIV NAVBASE San Diego, N00" [REDACTED] navy.mil>
Date: Monday, November 21, 2011, 1:04 PM

Ms. [REDACTED] Thank you for taking the time to speak with me. Please complete and return the attached complaint form via email or fax. Upon receipt, I will discuss your concerns with my supervisor to determine the best course of action.

Respectfully,

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED]

<[http://us.mc1610.mail.yahoo.com/mc/compose?](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED]@navy.mil)
to: [REDACTED]@navy.mil>

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To whom it may concern;

My name is [REDACTED] and I am a Navy Child Development Home (CDH) Provider as well as a Navy spouse. I have been a provider since December of 2008. In June of this year (2011) we received an email from the CDH office stating "dress attire guidelines" that we were to follow and to sign stating that we would comply to their guidelines. These were not guidelines however, this was a dress code. It was very specific about what we could and could not wear in our own homes and our own businesses. We should not be told we can not wear whitewashed jeans, tank tops, clothes that have stains (we paint and bleach on a daily basis), no spandex, etc. We were told appropriate attire were slacks and blouses. We are independent contractors, and from my understanding this was because a parent complained that his provider was not wearing undergarments. I do agree guidelines are appropriate, we should wear undergarments, we are in the business of caring for children and what is and isn't appropriate for them to and not to see. However that is where the line should have been drawn. I emailed my monitor and director about this. I asked where in the OPNAV or what SOP does it state we have a dress code to follow. What funding are we given to where a uniform, or are they going to start paying us as they do the service members an allowance each year? I received no response so I went to the Staff Judge Advocates Office and spoke with Lt. [REDACTED]. She informed me it would take a little while for her to get back to me so she could look into this. While I was waiting I began looking into the instruction that I had been given during orientation in '08. The instruction I was given was from April 1998 1 chapter navstasdiegoinstruc1710.1. I then began looking anywhere I could to see if there was a more recent instruction. I called CNIC they knew nothing of this instruction and told me to call a point of contact in San Diego. I had never been given the OPNAV 1700.9E I found it by searching online. After assistance from another providers search she found that navstasdiegoinstruc1710.1 had been canceled. Our certificates that they issued to us were said OPNAV 1700.9D canceled instruction as well as navstasdiegoinstruc1710.1 canceled! These were the least of the multiple things we found. We found that they were giving providers on base preferential treatment by allowing them to have a larger ratio of children to provider because they did not need to be licensed by the state. Yet the OPNAV states our own children do not count against Our ratio once they reach the age of 8 they said that only applies on base. The OPNAV does not state that. We have not now nor have ever had training for epipen usage, yearly medication dispensing by medical professional as required by the OPNAV. The Parent Involvement Board

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was only sent out to certain providers or when a flyer was put out there was a limit as to how many people could attend. The OPNAV states that the majority of the persons attending should be parents and should be highly advertised. Working command functions or GWOT events to get paid additional on a providers subsidy was also only informed to these same certain providers showing again preferential treatment. The OPNAV also states that in order to receive subsidy a CDH provider must work at least 50 hours per week yet they were telling us in order to receive subsidy we are required to work 11 hour days. The newsletters and the CDH office would Repeatedly tell us if we were behind on our hours or if we did not turn something in we would not receive our subsidy. When we provide care we do not get paid until the following month after services have already been rendered. So they were telling us if we didn't do what they told us to do they would hold our money until we did it. However the OPNAV says no such thing it states that if you are not in compliance, have all requirements for certification, or recertification etc. you will have to go before a quality review board where there is a panel and you have the chance to appeal etc. You're certificate may be revoked, suspended or placed on hold, but it does not say they will take your subsidy.

I called different facilities Army, Navy, Air Force, different states, and they all said the same thing...they require their providers to work 50 hours in order to receive subsidy. I keep all of the Newsletters the CDH office sends to us and it states repeatedly if we are behind on our hours, is we do not have a contract stating 11 hour days, if there is something not turned in our subsidy will be on hold.

After preparing, documenting, researching, we requested a meeting with our director. She continued to tell us her hands were tied this is coming down from the higher ups. We asked why we didn't even have the OPNAV she stated that they were just sending them to her. We requested to have a meeting with her boss [REDACTED] so maybe by talking to her she could understand the providers have concerns and we could help our director...when we suggested this she seemed very nervous. We were told that a survey was done that was why there was a need for the 11 hour work days and we signed a subsidy agreement. She said she would have the SOP's and the subsidy agreement, and the survey on Monday.

I had an accreditation meeting on Monday when I asked her for these items [REDACTED] said no you didn't sign a subsidy agreement here it's this and she handed me a flyer I told her a flyer isn't an SOP or a subsidy agreement and I never received this she said that was because I started the program after they were issued. I asked her about the survey and the SOP's she said she

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didn't have them.

I contacted my husbands command and the Warrant Officer instructed me that when the civilian sector chain of command has ended or like my director said has tied their hands I then can move to the military side to try to get some rectification or resolution to my problems. I asked who I should ask to speak with he said no less than the CMC, or the XO or the CO. So I called base information and tried to do just that. However when I spoke with Senior Chief [REDACTED] and informed him of the situation I repeatedly told him I needed to speak with someone from the naval side and had exhausted my efforts through the civilian sector. However he gave my message to [REDACTED] and she contacted me on my cell phone.

[REDACTED] said Senior Chief [REDACTED] was confused as to why I called him and gave her my number. I informed her what started all of this was the dress code and after not receiving a call back from my monitor or the director I went to the staff judge advocate Lt. [REDACTED]. She said yeah she called me those were suppose to just be guidelines she knows nothing about that. I told her actually she does and I understand it was because a provider wasn't wearing undergarments that would be guidelines but to tell us what we can and can't wear in our own homes and our own business is not legal. She said oh she doesn't know what she's talking about. I told her that's neither here nor there right now that's just what started all of this while I was waiting for her to return my call I started reading the only thing I had ever been given which I later found out was a canceled instruction, then searched online for the OPNAV. When I found it there were things that came to my attention that didn't set well with me. We started discussing the 11 hour days [REDACTED] stated that "they" did a survey and the parents needed earlier drop offs, and longer hours and the providers wanted more money so that's why they implemented the 11 hour days. I asked her how do you know if the 10 hour days would work when you have never even tried it out. She stated that is what they had before 2008. I informed her she was mistaken that prior to the pay increase there were no hourly requirements. We went back and forth, then I informed her I had interviewed providers different CDH facilities, and talked with [REDACTED] about it as well and there were no set hours prior to the pay increase. I informed her I have been researching this for the past month and a half and everyone had stated the same thing. She said that maybe it was the centers that had a 50 hour requirement I told maybe, but it was not the providers. She told me that the 11 hour days was not implemented so that each child would not actually be there 11 hours a day. She said that it was put into place so that a parent who needed a 5am drop off could do so and another parent who needed a 4pm pick up would have it.

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I told her they are doing exactly what she said it was not put in place for...leaving each of their children there for 11 hours a day. I explained to her that the parents don't need 11 hour days I have already shown my parents my new contract and what it states in the opnav and they said that's fine we still have 10 hours. I told her myself and 1 other provider that I am aware of are the only ones that are actually open 11 hours every day. I told her I have parents dropping off @ 6:30am and picking up @ 5:30pm she said then they must need the 11 hours. I told her no they don't they need their "me time" or "their nap", this is per the parents own words. I told her again how do you know a 10 hour day won't work if you haven't ever tried it? I told her you guys are forcing us to work 11 hour days or you will hold our subsidy, when it states 50 hours I don't understand why you won't try to see if it might work. You might be surprised to see how much more providers would be willing to give and work if you didn't force them to work more than they are suppose to. She would not answer me. I told her you guys (the cdh) also tell the providers you can not open @ 5am unless you have a parent arriving @ that time, but it does not state that in the opnav, yet you are telling me now you have parents on a weekly basis calling your office and complaining that you have no providers that are open early enough I don't understand? She said that is because providers would say they were opening @ 5am just so they could close @ 4pm but not really open @ 5am. I told her we are being instructed to put our 11 hours at the top of our contract, but then do contracted hours with the parents, for example ask the parent what time they get off of work when they say 3pm we say ok so you'll be here by 3:30 so we don't have to work the 11 hours. I told her if that's the case then why even say we have to work 11 hours why not just go by what the opnav states 50 hour week? I told her as for opening prior to a certain time or the 11 hour day she has no sop or local instruction for any of this. She said the flyer serves as an sop. I told her no it doesn't. I told her that is not an sop, an sop has to be sanctioned by Navy personnel. She said she can write sop's as long as it does not pertain to the opnav and this does not. I told her yes it does it is in the opnav. She said no it isn't so if you would like I can write one up for you stating you need to work the 11 hours in order to receive your subsidy, I told her it is in the opnav chapter 6-13, then I read it to her. It states at least 50 hours per week. She said see at least 50 hours per week. I told her in order for there to be more you have to have a local instruction or sop in place. She said the flyer is the sop, I told her again a flyer is not an sop. She said we pay you guys 2 times as much as other providers for working the 11 hours. I told that too is not true because Hawaii is only paid \$20 less than we are she said their cost of living

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is higher, and I told her you pay us more because of supply and demand. She said no it's so you'll work 11 hours I told her we have more service members here in San Diego than anywhere else, she said that's true, I said therefore the demand for childcare providers is greater here than anywhere else as well as the cost of living is higher here than most places so in order to retain us to keep up with demand you have to have adequate supply for provider to child ratio. I said so you can't say we are paid 2 times more than anywhere else because we work 11 hour days when Hawaii is getting paid \$20 less than we are and this instruction for the 50 hours per week is to be adopted world wide. She asked if this was my only concern I told her no and mentioned the canceled pet policy, ratio, why providers are not given the current opnav she said oh you didn't have it? I told her no I had to search for it I should have had it 3 years ago. She told me you're not going to change the opnav, I told her I don't want to change the opnav I want to follow it, but it is you that is contradicting what is being written and not following it. She told me 4 different times that I needed to write all of my questions down I told her 4 different times I had already done so and had a meeting with [REDACTED] I told her I needed the number for the Navy side she said there is no navy number and I needed to go through her with my concerns. I told her I still needed the number to the Navy aspect who deals with the CDH, she again said there is no Navy side. I said really who is Admiral French then? There was dead silence for about 10 seconds. She said to me the proper thing for you to do is to go to [REDACTED] if you get nothing resolved with [REDACTED] then you go to me, if nothing is resolved Admiral French is my boss, but you have no right to go through the Navy. I told her the Warrant Officer From my husbands command said I have the right to speak with the Navy side of this issue. She said you have no right I am your chain of command not them. You have to give me the opportunity to resolve this you will not get a meeting with Admiral French it will be one of his subordinates, but you don't have the right to speak with them. You need to give me at least a week to a week and a half you need to put your concerns in writing. I told her as I've said before I have already done that she said then where are they I told her [REDACTED] has everything she said I will get them from [REDACTED] I told her I still want the number. She said that is not the proper thing to do and you must go through the proper chain of command I am your chain of command you have no right to speak with them. I told her ok thank you. And we hung up.

Because [REDACTED] informed me that I had no right to speak with the Navy and she was my chain of command I then sought the help of my husbands command. Because I am not the service member they were

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unable to further assist me. They said they could possibly send an email to Navy Southwest Region Command CMC but were unsure of that as well. We then researched and found CMC [REDACTED] work address and we went to her building location, due to lack of contact information. I then requested the her phone number from the security guard since she was out of the office. He gave me her contact information and I left her a message. When she called back I informed her of what had transpired thus far and she asked if I could send her emailed documentation. I told her I would be happy to and informed her that there would be many emails sent to her due to the lengthy number of documentation that we have. Once she received the emails she said she would get back with me after she had reviewed them and that I definitely came to the right place. (see email correspondents) When [REDACTED] originally called I was in the middle of having to report to speak with cps about a possible child abuse case I was reporting and I would have to call her back. I called 4 times and left 2 messages and could not get a hold of her, so I let CMC know. Shortly after that I received a much nicer call from [REDACTED] and she said to me she was sorry it took her so long to get back to me there were a lot of questions she needed to look into and it took her a while to do so. She then asked me why I called the CMC? I told her I would answer that then we will let it go and move on. I told her that she told me she would call me back in a week to a week and ½ and it had been 4 weeks. She said there were a lot of questions. I told her I also do not take too kindly to people telling me what my rights are and are not and that I have no right to speak with someone. That she is my chain of command and there is no one above her, there is no military side when I know there is and I have military letters hanging on my wall. She said I don't recall saying that, I told her you did she said I don't believe that's true. I told her [REDACTED] I documented the conversation and I would like to move past it so we could try and fix the problems we have in the program. We then discuss how there are a lot of questions and about the OPNAV how the providers are not even being given it to comply with. I told her we would like to set up meeting so that we could sit down and discuss all that needed to go over. She said that her boss [REDACTED] would like to be there. I said "Oh is that who is on our certificates?" She said yes. She said you should have a list of a chain of command I told her no offense we don't even have a list of SOP's. We decided on the 29th of September I even asked unless anyone is celebrating the Jewish holiday and that won't work for anyone and [REDACTED] said her husband won't mind. I told her we can make it a different day she said no no that was ok. I offered to have the meeting at my home she said that had been offered before and that is not acceptable.

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She said she would let me know where it would be and I said thank you. We were talking about the questions on the list one in particular the GWOT and I asked if she had that SOP she said oh yes I have that one I don't need it. We were talking about this because [REDACTED] said she would have the SOP's for us at the meeting and there survey that was supposedly done stating the need for 11 hour days. I asked [REDACTED] why did they go straight to 11 hours why didn't they try 10 hours first? I asked why not do another survey but send it to the commands and ask what time is muster and what time do they knock off their service members? She said she would suggest that to her supervisor. I told her you would have a more honest response because the parents are using the hours for personal needs not for work and then you would find where your need really is. Nicole and I prepared our documentation

I spoke with [REDACTED] again on the 22nd of September and informed her that [REDACTED] emailed me that the list of current SOP's I was requesting her supervisor [REDACTED] was taking over. She asked me to forward her the email and I did she said that wasn't true and she didn't know why she would say that. I asked if she knew where the meeting was going to take place she said she is still working on it. She said it would either be at the Murphy Canyon Rec Center, the Chapel, or the Youth Center she didn't know yet. I told her that the CMC said it was up to us and we could decide "where". I told her again if no one minded I have an 8 foot long table with no leaf it would be great to have a meeting at and it would be very convenient for the families so we don't have to close as early. She said as soon as she knew she would let me know. I said so [REDACTED] would be there she said she didn't know. I told her I didn't understand cause she said in her previous conversation she would be there she said she would ask her if she would join us if that is what I wanted I told her I think that would be best. By the 28th of September the day before our meeting still no word of where the meeting would be held I emailed both the CMC and [REDACTED]. When I received no response I called both of them repeatedly left messages and emailed again. It was the CMC that replied and informed me that the last she knew it would take place at the Youth Center. I thanked her and only because of her we had our meeting at 5pm.

[REDACTED] and [REDACTED] showed up with a 4 page document some answers to our questions, no OPNAV. Nicole and I showed up with the OPNAV, Provider Handbook, Rosters, Monthly Inspections, Newsletters, the old instruction, every piece of documentation that we had referenced in the questions we were seeking answers as to why they were contradicting the OPNAV and how things are done and how things should be done. They said there are a

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lot of things that need change and the program is in very bad shape. That it is very "unhealthy" and we needed to get it well again. They said had we not brought it to their attention this would have gone unnoticed. We then asked them about the retaliation we were experiencing from [REDACTED] a monitor. (She has berated me in front of a group of children in front of Nicole when we had a play date together, she's told me to stop calling the office with my questions, there has been numerous issues, I have emailed the office about [REDACTED] in the past and this was the last straw.) When a parent of mine came in there and she told them their subsidy couldn't start because they were starting on a Tuesday they had to start their subsidy on the previous week. I told them I was very upset and I call and asked her I didn't accuse her and when she said yes I did it I told her you will fix it that is not how it is suppose to be done that is why we prorate the parents. She told me no it isn't I am wrong. I told her [REDACTED] just did it for a parent of mine the week before she needed to fix it and fix it now this isn't right. When I called back to see if it was fixed I was calling for my monitor she answered and I told her why I was calling she said I had to send the parents back in there. I told her that's not right when she made the mistake why can't they just sent me the paper and I'll have the parents sign and I'll take it down there instead of further inconveniencing the parents she said because I had to. I told her I can't do this with you please transfer me to [REDACTED]. She transferred me to [REDACTED] the subsidy clerk she told me that they needed to come in I told her I've been a provider since '08 and I know how to do this and she doesn't why is that she was still on the phone she told me have the parents come in and go be with the kids do my job. I said is this [REDACTED]. She said yes I told her someone is with the kids so I could make this phone call I would not do that in front of the kids that is not acceptable I want to talk to [REDACTED] her supervisor. She said you call here everyday trying to get me fired it aint never gonna happen ha ha ha ha ha. I told her I want to talk to [REDACTED] she told me go do your job, I told her I want to talk to your supervisor it is not legal for you to not let me speak with your supervisor when I have repeatedly ask for her. Please let me talk to [REDACTED]. She said I'm not doing anything illegal hahahahaha I told her I want to talk with you supervisor, she finally said please hold. She then got back on the phone and said you know what [REDACTED] you're a real peace of art work before she placed me back on hold and transferred me to [REDACTED] voicemail. I left her a voicemail and she called me later that afternoon. Nicole informed them that [REDACTED] was telling her parents and her parents superiors that she is under investigation and now those parents are telling her previous parents that she is under investigation. Using those kind of words when you are a child care

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provider is not something that sits well with parents when you are caring or have cared for their children. [REDACTED] said she would instruct [REDACTED] to have no further contact with Nicole's parents and from that point on she would no longer have [REDACTED] as a monitor Nicole said could she request that it not be [REDACTED] either and [REDACTED] said yes she would make sure it was not her either. We asked repeatedly why we are the place that has 11 hour days when everywhere else has 10 hour days they could not answer us. We asked where the SOP's were and the survey was that [REDACTED] promised she said she didn't recall saying that. However the 4 page document they gave us said the subsidy SOP was at the office waiting for us along with our new certificates.

The next day while we were on a field trip and when we got there, there was nothing for us not to mention my monitor [REDACTED] had no idea what I was talking about and the only one that had access to the certificate program was [REDACTED] and she was gone for the day. The only thing I was able to pick up was my recertification packet. However the packet which is the same one that new and existing providers use for the process not only referenced OPNAV D but C as well. I called CMC and left her a message and told her I felt as though we were lied to.

CMC called and she asked if I had talked to [REDACTED] I told her no she said she needed to be updating me on a weekly basis of the progress of things. After that we started to see some changes in the program. Everyone was being included in the opportunity to work GWOT, command events, 8 ratio, they immediately fixed the recert certification packet and I picked it up however there was a document in there that was part of a Questionnaire for Public Trust Position (I discovered what it was after research). It was United States of America Release of Information. I emailed [REDACTED] [REDACTED] [REDACTED] and then CMC. [REDACTED] got back with me and she forwarded the document to me as to why they were using it and I told her that is not what they were saying to use. I scanned and sent it to CMC and explained how they pulled 1 page and are trying to use it for the local security check. I explained I knew exactly what this was it was what my husband had to fill out for his secret clearance and is what they use for government credit cards. The CMC and I spoke about this at great length she said she didn't see the need for this. She said if we hadn't come to her none of this would be changing and they would still be doing things the way they were. I told her I know and I thanked her I didn't know what we would have done without her. She said she had discussed with [REDACTED] about a position for me but because of the economy there just isn't the funding. I said I appreciate that, but I just want to make sure that the things get fixed in the program so all of the providers

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and families continue to have an amazing program because it is a really great program for all of the families. She told me call [REDACTED] about the local security and let her know what we had talked about.

I called [REDACTED] the next day and left her a message that I talked with the CMC and she told me to call her about this and if she could call me back. She called and left me a message that it is not appropriate for her to send an internal document to a provider and she would email it to the CMC and if she thought it was inappropriate she was sure she would let her know. It was very offensive and the fact that we were finding many errors that needed to be corrected in the program things that would cause them to have "hits" on inspections. Helping to show them that providers ratios can be opened up therefore lessening the demand and helping to increase the income of the providers. Helping them to be in compliance by simply saying our certificates are referencing something that is obsolete and once the providers had the correct instruction then the errors wouldn't be on their shoulders. For her to say its inappropriate to send a document to a "provider" why at that point was I having meetings to help her. I called CMC and left a message.

On our next Wednesday meeting ([REDACTED] and my weekly phone conversations) Nicole was conferenced and I told her I was offended. I asked are you aware of the freedom of information act? She said yes. I said they you know that unless it pertains to our nations national security which it didn't even if I was asking for it which I wasn't I had a right to it, but because I am a "provider" it's inappropriate to send it to me? She said well yes. I told her do you know what the freedom of information act says? She said no not all of it. I told her since it pertains to your job you should know what it says, because right now you have 2 providers doing your job and you said because you though a "provider" was requesting an internal document it was inappropriate to send it to her. I told her [REDACTED] you dropped the ball had you been doing things the right way we wouldn't be having this conversation right now. She said [REDACTED] should have had the SOP's out to you, I told her how can [REDACTED] update anything when she didn't even have the current OPNAV that you are required to get to her so she can get it to her providers. I told her when you start pointing the finger at other people 3 more are pointing back at yourself and your thumb is trying to cover it up. She said what did you just say to me, I repeated myself. I asked her how would you feel if you were just trying to help someone fix things and they said because of your position it was inappropriate to send you something. She said I have thicker skin so I wouldn't take it that way. I knew we were getting no where so we moved on and started talking about

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Nicole's day care family and how [REDACTED] continues to interfere and cause issues with her business and it may be going to court at this point she said she would be instructing [REDACTED] to have no further contact or communication with her day care families. We went over some of the SOP's and that some of them did not belong with the CDH program and rather the CDC. Some of them are a safety issue saying we needed to detain someone if they are intoxicated and keep their child is kidnapping and could pose a threat to the other children in our care as well to ourselves and our family. She said she did not think about that and would be instructing [REDACTED] to pull some of the SOP's.

We then received a Newsletter with epipen training, parent involvement meetings, 8 ratio across the board, great things changing so I emailed CMC and let her know of my conversation with [REDACTED] and I let my emotions get the best of me but abuse is abuse by any form and you have to stop it at some point and stand up for yourself. She said its good that there is progress in some areas and said there is still work that needs to be done and asked if I would mind if she forwarded my emails so she wasn't holding up progress. I told her I didn't what ever would help the program.

[REDACTED] came to mine and Nicole's house unannounced when I was out for the day doing my yearly physical for the program and while Nicole was trying to get her kids off to school she emailed and said she would come back by when it is more convenient. I called her because she did not call me. She was much nicer not sure what changed her demeanor but she even asked if I was too sick (I had the flu) to care for my day care children. I informed her that infant spots are hard to come by and the weekend was almost here I will use the whole weekend to rest the parents depend on us. I told her we could talk when she got back from vacation she said that was why she forgot to call.

I emailed about the fee policy because we have before and after school children and no CDH before and after school CDH fee they use the fees for SAC however this hurts the parents that are told they are to receive subsidy until their child reach the age of 12 and we are not a SAC program. Right after I sent that email we received an email stating we needed to sign a Subsidy Application Agreement. This states we agree to and will abide by the terms of the Subsidy SOP. However we have still not received a single signed SOP, the subsidy agreement has multiple errors on the first page not to mention that the Subsidy SOP references Child and Youth Program CYP) Weekly fees- Dated 30 Aug 10 which makes this SOP obsolete since the Child and Youth Programs FY12 Fee Policy is now out and in effect. We are also being told if we don't sign this they will hold our subsidy...money

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we have already worked for and earned. I emailed CMC saying what do I do go to the EEOC (Equal Employment Opportunity Commission) if they do this?

I called [REDACTED] since she forgot to call me again and told her about the subsidy agreement she said she knew nothing about this and would I email it. I did, I explained they can keep money that we've already earned they can QRB us revoke, deny or suspend our certification but not hold onto our money she said she doesn't see it that way. I told her I can't sign this. She said then don't sign it, I told her it says we agree to the Subsidy SOP yet it's not even corrected and she even stated the whole thing needs to be redone. I asked if it had been done yet she said she was waiting for [REDACTED] to do it then it goes through her then up to [REDACTED]. I told her that she herself said she made many of the SOP's and she said she would be correcting them. She was putting it again on [REDACTED]. I asked her do you know when this will happen she said no she has no idea. I said I'm done I can't do this anymore, can I please have [REDACTED] number she said she would have to find it she doesn't call her all the time. She quickly found it and told me I would have to leave a message with her clerk because she isn't in. I asked if she would be in the following day. She said yes.

I emailed [REDACTED] [REDACTED] [REDACTED] and CMC and let them know I can not sign because of the multiple errors on the first page not to mention throughout. In one part of the Subsidy SOP it states we agree we will receive subsidy for children ages 5-12 years we receive subsidy for children ages 6 weeks to 12 years of age. It also states that subsidy is for working and school hours so does that mean when the parents are not working they are not aloud to bring their children and we will not get paid or if they do and they are not working we are to charge them a separate rate?

The other problem with this Subsidy SOP is it looks as though it was copied from Navy Region Northwest Subsidy Northwest. Is that something that the providers can get into trouble for if it was taken from them without their permission...using their documentation and changing certain things here or there isn't that plagery? If we put our name on that what will happen to us? It also states on there 11 hours bold and underlined yet the OPNAV and the fee agreement states 50 hour work week our SOP is not signed and the Fee agreement is the only thing [REDACTED] Has signed.

I called [REDACTED] office on 11/17/11 and her clerk [REDACTED] answered and he said she was out of the office until about 12 he was going to take a message and I asked if she checks email more frequently he said that is how she would be getting that messages so I asked for her email address. He gave it to me and I emailed her and asked if she could call me or if we could have a

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meeting.

11/17@3:24pm the duration of the call was 17min 59sec including [REDACTED] introduction and holding the line for [REDACTED] to pick up. She called me from the same line [REDACTED] called me 5 times previously from. This is the documentation of the call

[REDACTED] called and said this is [REDACTED] Calling from ffs I am introducing Dr. [REDACTED] please hold the line. I said ok thank you. Mrs. [REDACTED] came on the line and I said hello and she repeatedly fumbled over my name and I said yes this is [REDACTED] thank you for calling you received my email? She said yes I am calling in regards to the email you sent. She said first I would like to say thank you for what you've done and bringing the issues to our attention. (she then mentioned a specific name of Navy legal and explained this Navy legal is the highest navy legal there is. However with day care children and during their nap time with classical music it was hard to hear her as quickly as she was speaking) She then said that being said you are an independent contractor and you are not an employee nor employed by the Navy correct? I said yes. She said she had spoken with the Navy legal department and they said that because I am an independent contractor it is inappropriate for me to speak with navy personnel. Therefore I am no longer to have contact or communication with the cmc. She said as for the 11 hour days I agreed to it during orientation verbally and by the flyer I was given. I tried to interject and explain I was never given a flyer she cut me off and said she is not doing this with me. She said she has seen my emails to the cmcs she has read [REDACTED] responses she has entertained me enough. Do I agree to the 11 hour days. I tried to ask if anywhere else has 11 hour days she said she will not answer any of my questions until I agree to these terms. I tried again to ask the question she said do you agree or not. I told can I think about this she said if I don't agree and I want to think about it I can leave the program and be an independent contractor separate from the cdh program do I agree to the terms or not? I told her the 11 hour days is not my biggest concern I never had a problem if it is done the right way. I told her I can't sign the subsidy agreement. She said if I don't agree to the terms I will no longer be aloud to participate in the program. I told her I don't understand. She said do you agree or not. Every time I tried to explain she would speak over me and interject do you agree or not. I told her I don't understand. She said I find it very disturbing that a provider of mine can not comprehend what I am saying I am worried about the safety and well being of the children in your care. I told her you have got to be kidding me are you serious? She said no I am very serious. I told her you really need to listen to me please. She

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told me I don't need to listen to anything you have to say. She said are you getting paid I tried to explain, she repeated I tried to explain she repeated I tried to explain she repeated so I finally conceded and said yes she said then sign the paper. I told her I can't sign the paper because if I do I won't get paid for children under 5 years old. She said isn't that what you agreed to? I told her no I told her what we are suppose to get paid for is birth (6 weeks) to 12 years of age. She said I am not doing this with you over wording. I told her if I sign it it makes it valid. She said do you agree to the 11 hour days. I told her I already told you I don't have a problem with the 11 hour days as long as it is done the right way. She said good then we can end this conversation on a positive note. I said wait you said you would answer my questions if I agreed. I asked her is San Diego the only location with 11 hour days she said I am not answering that I told her you said the navy lawyers and I asked her for their name again and again I could not hear her after she said it. I asked if I could speak with them she again said I am not aloud to speak with navy personal if I wanted to get my own private non navy lawyer I may do so. I asked if I'm not allowed to speak with the Navy then what is the certificate and Navy letter doing on my wall? She said I am not getting into that with you. I told her you said you would answer my questions she said when you ask a question I feel merits an answer then I will give you one. She said now you will have no more weekly meetings with [REDACTED] you have been given the sops you will get the signed sops when we get them to you so stop asking about them, you have what you have for now and that is good enough. You will have no more contact with the cmc you will stop looking into the paper work and do you job or leave the program. I told her even though we were promised otherwise. She said you have brought some very good things to our attention now stop looking into the paperwork and do your job or leave the program. She said Mrs. (incorrectly pronounced my last name) have a nice day I said yea you to she said good by and I said aw huh and we hung up. I have never felt so humiliated and harassed in my entire life. I thought what [REDACTED] did was wrong, but this woman actually used her position to threaten me and tell me if I didn't stop pointing out the many flaws that makes it unsafe to do certain aspects of my job that I have to leave the program per the powerful position she holds. According to the OPNAV a provider has to go through a QRB quality review board a panel of people one of which being the CMC and the provider has the right to appeal their finding if they revoke deny or suspend her certificate, yet she made it very clear to me she can just make me leave with complete disregard for the OPNAV. I am now in fear that she may still do this or instruct someone to find a reason to QRB me. If

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everyone else gets paid for working those extra 5 hours why are we told to stop looking into it? If we have an average of 170 providers and all of them have an average of 3 children and they paid each of us \$4 an hour for those 5 extra hours we work each week then there are 52 weeks in a year that's \$530,400. Everywhere else they pay their providers for extended hour care and anything beyond 50 hours is considered extended hours so why here did they go straight to 55 hours and now they are trying so hard to put their feet in the sand and make it enforceable and refuse to just give us an answer as to why? We also are told always keep the original of what you sign however when it comes to the subsidy invoice here we are told to give them the original and we are to keep the copy along with the roster that has all of the hours on it...why? According to Nicole's records she use to keep the white copies until 2008 when the new fee and the 50 hour requirement in order to receive subsidy hit then she had to keep the pink and turn in the white. When I'm threatened and told if I don't stop looking into paperwork and my questions do not merit an answer it makes me very suspicious and nervous as to what my name is attached to and if they are further going to retaliate against me. If they had allowed me to have another child when my son turned 8 like the OPNAV states I could have made \$8892 in one year for a 2-5 year old child, not to mention if for the past 3 years if on average I had 3 children and worked those 5 extra hours and was paid for them as every other CDH location pays their providers. I would have made an extra \$9360 on my subsidy. I think it merits and deserves an answer...we are the ones doing the work! Those two alone are a total of \$18352 that I could have potentially received.

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Dates and Times and [REDACTED] documented phone call

12th august [REDACTED] meeting 5:15pm

15th accreditation meeting 6:30-8:30pm

17th call from [REDACTED] around 12pm

2nd of sep walked into nrsy building got cncs number left her message around 1pm

6th of sep first contact with cnc she called me I emailed her documentation around 12pm

13th [REDACTED] tried to call me while I was w/ops reporting a possible child abuse case I needed to call her back. I tried to contact her 4 times and left 2 messages emailed cnc and informed her of this@ 3:42pm

13th of sep nicer conv w [REDACTED] after she had spoken w cnc she asked why I had called cnc I informed her I will tell her then we will move on...I do not take too kindly to people telling me what my rights are and are not and telling me whom I can and can not speak with do not recall time of conversation Decided on date for meeting but not a place [REDACTED] said she would look into it she said she did not think we could have it at my home.

13th emailed cnc informed her that I had a nice conversation with [REDACTED] and asked if the 29th of Sep would work for her and the time

14th received response from cnc about time for the meeting 29th is good and let us decide on location 1700 was best for her

14th also informed her that [REDACTED] told me that her boss [REDACTED] would like to be there

19th emailed [REDACTED] that cnc emailed me back 5 pm is better for her we could decide where my home would work best for nikki and I so our parents would not have to be inconvenienced...no response

20th sep email to cnc about survey and [REDACTED] inspection in nikki's home no response as to where the meeting will be held from [REDACTED] informed her I too had requested sops from [REDACTED] and she had not responded

9/21 emailed cnc response from [REDACTED] that her supervisor [REDACTED] would be taking over

9/22 spoke w [REDACTED] around 11:30 in regards to sop and what [REDACTED] had stated about sops and she said that isn't true and asked if I could email it to her I did. We also spoke about the survey and she said that she spoke with [REDACTED] it was for accreditation. I emailed her in regards to that as well she asked if I could email her about the sops that [REDACTED] stated, she said she received it and was trying to get a location and would let me know if she was able to get the youth center, the chapel and I offered again to have it at my home since the cnc didn't mind. She then told me she didn't know if [REDACTED] was coming I told her it would be very nice if she was there and she said she would let her know we would like her to be there.

9/28 no response from cnc or [REDACTED] sent email to both of what they had stated to me asking where we are having our meeting if they had received my email

9/28 still no response sent email#2 saying trying to reach both without success and our meeting is tomorrow called and emailed less than 24 hours to inform my parents of early closure if they could please call and let me know if we were still going to have a meeting.

9/28 cnc emailed back stating last she heard we were meeting at the Murphy canyon youth center the following day

9/28 emailed back and thanked her asked if I could bring her coffee

9/28 said thank you but no looking forward to meeting mo and moving forward

No response from [REDACTED]

9/29 5 pm had meeting with [REDACTED] [REDACTED] [REDACTED] cnc [REDACTED] nikki tetzlaff and [REDACTED] discussed "questions" we brought binders of documentation OPNAV etc they brought 4 page handout.

States continue to inform them of concerns cnc stated that the sops needed to be signed and they could not change what the opnav states. In the 4 page documentation it states that our new certificates and Subsidy sop would be available to pick up at the cdh office with our monitor. They also stated that they would be looking into the allegations that Nikki was under investigation made by [REDACTED] [REDACTED] I informed them that earlier that day [REDACTED] had told me I always called there trying to get her fired it ain't never gonna happen ha ha ha ha she then stated why don't I go tell [REDACTED] at my meeting tonight and I'm a real piece of art work and this type of retaliation and unprofessionalism shouldn't take place because we are just trying to follow the OPNAV and do the job we are suppose to do. When CNIC comes out for our inspections on hit/discrepancy on a home brings down the entire program. We informed them of [REDACTED] inspection and how [REDACTED] was looking for a discrepancy as well. [REDACTED] said as of now (that day) [REDACTED] was no longer [REDACTED] monitor and we requested it not be [REDACTED] either since she is the one telling

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Nikki's parents she is under investigation they agreed that would be ok. After the meeting emc stayed in the parking lot and spoke with Nikki and I for about 30 minutes in regards to what was taking place and for me to continue to keep her informed as to the progress of what is going on. She said she will give [REDACTED] till Monday to let [REDACTED] know what was happening then she would call [REDACTED]. She said if things are not rectified don't think that the chain of command stops with [REDACTED]. [REDACTED] is her supervisor and if at anytime someone is harassing us again come to her immediately. If at anytime we feel she is not taking care of things let her know and she will take it up her chain of command as well.

9/30 around 10:15am Nikki and I went to the CDH office to pick up my recertification packet, both our new certificates and sops as promised. However they were not available and my monitor [REDACTED] knew nothing about it. What they had promised us the day prior was not available and unknown to the CDH staff.

9/30 when we walked out of the office called and left message for the emc that the information they told her myself and Nikki was not true and we were unable to pick up nothing but my recert packet that...they were dishonest about what we would be receiving and the monitor did not know anything about it. Also that my monitor said [REDACTED] was the only one that had access to the certificates and it's in her computer and she had left for the day she is the only one that knows how to use the program

10/1 emailed [REDACTED] (director) [REDACTED] and emc 9:24 pm in regards to my recert packet. Recert packet had canceled instruction referenced throughout and informed them that we were unable to pick up what was promised to us.

Spoke with the emc (unsure of date) informed her what was going on and she said [REDACTED] needs to have conversations with me and keep me informed of the progress of things and she had told [REDACTED] this

10/5 around 2:10pm while picking up the kids from school received call from emc talking about the subsidy sop that was emailed to Nikki referenced opnav incorrectly throughout def etc and states 11 hour days states march 2011 trying to pick up children from school and talk w/emc too many things going on @ one time trying to explain other providers concerns sop and getting the children told her I would email it to her and speak later

10/5 emailed her and apologized for demeanor explained situation

10/5 (did not receive till 10/6) [REDACTED] emailed me stating I can pick up all existing sops my now recert packet and my certificate at the office and understand the sops are under review and would be reissued when they are signed and we would have weekly Wednesday telephone meetings until all of my concerns are addressed.

10/6 responded to [REDACTED] email that 3 pm would be better

10/6 received email from [REDACTED] stating they are pulling back the survey and sending link for opnav forward to emc

10/10 asked what the authorization for release of information was for no response

10/12 spoke with [REDACTED] and she said they require it for the local background check I told her it's for a secret clearance and it is part of a 10 page document. Talked with [REDACTED] sent document to [REDACTED] forwarded it to me

10/12 5:30 aprox I spoke with emc sent her the document the local security and the release of information as well as the requirements for recertification and she agreed that that it was not necessary talk with [REDACTED] about it she also said that she spoke with [REDACTED] in great length she stated she is a "shak", did I understand what she meant. I told her I didn't take that in a bad way she said she's a good business woman and discussed all of the things we have brought to light and had it not been for us coming forward and going to the emc nothing would have been done about the program. She said she had talked to [REDACTED] if there was a position available but with the economy there just isn't the funding. I told her I appreciate that but we just want to do what's best for the program and the children/families.

10/13 11:16am [REDACTED] a left message on my voicemail inappropriate to send internal document to provider she will send the document I already had and was trying to discuss with her. She would send it to the emc and she is quite sure emc will let her know if it is unacceptable (I have message)

10/13 sent emc an email that she tract down the email I was trying to send her the one I already had and she would be sending it to emc I had already sent it to her. After I had listened to the message from her I left a message for emc explaining the what is the point of having weekly meeting with her if anything I say to her will just go in the waste side basket since I'm just a "provider"? It was very offensive and degrading the fact that a "provider" has brought these errors of her job to light yet she can't send an internal document to them? I wasn't even asking her to she didn't even bother to listen to me that I wanted to speak with her in regards to this letter that I already had possession of.

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10/19 weekly Wednesday conversation with [REDACTED] informed her I was very offended by her approach and her comment about it being inappropriate to send an internal document to a provider. I told her according to the freedom of information act unless it pertains to national security I'm entitled to documents even though I wasn't even asking for one. Nikki Tetzlaff was conferenced. I asked her how would she feel if she was trying to help someone do the tasks of their job and they were condescending and belittling towards them she said she has thicker skin than that she wouldn't have taken it that way. I told her she dropped the ball and we needed to fix it and move on and she started to blame our director who was not even given sops, I then told her when she starts blaming other people three fingers are pointing back at herself and her thumb is trying to cover up the other three. She said what did you just say to me and I repeated myself. After that she said she was sorry I felt that way there was no point to continue and we talked about Nikkis day care parent and how it's inappropriate for [REDACTED] to continue to talk to her day care parent and [REDACTED] said she would instruct [REDACTED] to have no further communication with her since Nikkis daycare parent "situation" may now end up being a court case. She stated that the Subsidy sop needed to be completely redone as she had stated in previous conversations, she agreed that the family care plan needed to be redone since it went against what the opnav said, the field trip on did not apply to us, the entry one did not apply to us and she did not consider that we might be putting ourselves and other children in danger if we tried to detain someone and that many of these sops were meant for the centers not cdh. We asked when might these be redone she said she didn't know she said had we not gone to the cmc it would have been months before she got around to getting back with me because it was not priority on her list there are other programs she is responsible for.

10/26 conferenced call with [REDACTED] she called me 30 minutes late prior to conferencing Nikki I informed [REDACTED] that Nikki wanted to be conferenced and she said Nikkis court dealings are non of my business and I don't need to be talking about them with [REDACTED] I told her ok I didn't even bring them up Nikki wanted to be conferenced to discuss the program she sighed irritated and said ok. I conferenced Nikki and we discussed the sops again she said how faulty they were and they were in desperate need of revision and we asked if she had some kind of time line when we would see any of the signed ones she said no I told her even the child abuse which is by far more important than field trips which the ones we had previously discussed she said she instructed [REDACTED] to pull out of the stack she said she would look into getting the numbers of PAP for marines and see if there are some for army, coast guard, and air force because it takes up too much time when you are trying to report and you have to scramble to find these numbers. We asked again why is San Diego the only place with 11 hours she said nothing we told her we have asked the same questions about the 11 hours since the beginning and have received no answer and she said what question is that. We said why did you go straight to 11 hours instead of trying 10 first she said she didn't have an answer and we asked why does every where else have 10 hour days but san diego has 11 when the service members have the same hours as they do everywhere around the world she said she doesn't have an answer. We also told her the new fee agreement says at least 50 hours per week signed by [REDACTED] she was shocked and said she had not seen it. We told her we understand there is only so much she can do so at this point we would like a meeting with Dr. [REDACTED] she well I don't know that is not up to me, we told her but you can speak with her and inform her that this is beyond you right? She said yes. She never called or emailed us regarding a meeting with [REDACTED]

10/28 received email Newsletter stating epipen training, parent/provider meeting, OPNAV 1700.9E, can fill out eps report online still stating back up provider responsible adult not active duty family member as it states in OPNAV 8 ratio across the board no more 8 on base 10 off base.

11/1 emailed cmc about great changes and the newsletter however the conversation w [REDACTED] and how we abuse is abuse by any form and there is a point when you stop taking peoples abuse.

11/2 cmc emailed me that its good to hear things are progressing in some areas, will likely forward email so she is not the person hold progress because she still thinks things need to change and asked if I'm ok with that

11/3 emailed cmc I told her I did not mind @ all her forwarding my email whatever is best for the program I had been sick and still was [REDACTED] hadn't called me the day before like we had agreed upon so I called her and she informed me she was preparing to go on vacation I told her we could talk when she returned I was sick anyways she was being very kind nice change from our previous conversations not sure why the change in demeanor but I appreciated it and she would call me a week from Wednesday, if I needed back up care they would try to help me find care I told her it was Wednesday and it was only two more days till Friday I would stick it out it's very difficult to find care for infants

11/14 emailed cmc because we needed immediate resolution and we still did not have a signed sop or a

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subsidy sop at this point for the matter since the new fee structure came out and since we have new fee agreement makes our sop that had errors obsolete since it referenced the old fee agreement parents are being told they have to pay SAC fees when they are in CDH programs we are not SAC programs... this needed immediate resolution because now the parents military families are not being given the correct fees and would have to pay double the fees once their children are on school break according to the sac fees and this is signed by [REDACTED] I told her I would call her myself but I didn't have her number 11/16 called [REDACTED] because once again she did not call me we started discussing the subsidy application I had just received from my monitor moments prior to calling her it stated that we agree to the terms of the subsidy agreement to be in compliance with the OPNAV and the subsidy sop in order to receive subsidy for children ages 5-12 years old we will receive subsidize care only for parents work and school hours we were going back and forth about this she said she had no idea what this was and asked me to send this to her I did then she started to defend it. I told her I was done and needed [REDACTED] number she said she doesn't know it she would have to look for it since she doesn't call her everyday and she said she gave me the number of her clerk. She said she wasn't in. I asked if she would be in tomorrow she said yes I said thank you and we hung up.

11/16 I emailed cmo letting her know what had transpired I emailed her the subsidy agreement and emailed [REDACTED] cmo my monitor and [REDACTED] that I could not sign

11/17 I called [REDACTED] clerk and he told me I could email her a message and he gave me her email address so I emailed her so that we could try to rectify some of the current situations since there are still many problems with the program

11/17@3:24pm the duration of the call was 17min 59sec including [REDACTED] introduction and holding the line for [REDACTED] to pick up. She called me from the same line [REDACTED] called me 5 times previously from. This is the documentation of the call

[REDACTED] called and said this is [REDACTED].... Calling from ffs I am introducing Dr. [REDACTED] please hold the line. I said ok thank you. Mrs. [REDACTED] came on the line and I said hello and she repeatedly fumbled over my name and I said yes this is [REDACTED] thank you for calling you received my email? She said yes I am calling in regards to the email you sent. She said first I would like to say thank you for what you've done and bringing the issues to our attention. (she then mentioned a specific name of Navy legal and explained this Navy legal is the highest navy legal there is. However with day care children and during their nap time with classical music it was hard to hear her as quickly as she was speaking) She then said that being said you are an independent contractor and you are not an employee nor employed by the Navy correct? I said yes. She said she had spoken with the Navy legal department and they said that because I am an independent contractor it is inappropriate for me to speak with navy personnel. Therefore I am no longer to have contact or communication with the cmo. She said as for the 11 hour days I agreed to it during orientation verbally and by the flyer I was given. I tried to interject and explain I was never given a flyer she cut me off and said she is not doing this with me. She said she has seen my emails to the cmo, she has read [REDACTED] responses and that she has entertained me enough. Do I agree to the 11 hour days. I tried to ask if anywhere else has 11 hour days she said she will not answer any of my questions until I agree to these terms. I tried again to ask the question she said do you agree or not. I told can I think about this she said if I don't agree and I want to think about it I can leave the program and be an independent contractor separate from the cdh program do I agree to the terms or not? I told her the 11 hour days is not my biggest concern I never had a problem if it is done the right way. I told her I can't sign the subsidy agreement. She said if I don't agree to the terms I will no longer be aloud to participate in the program. I told her I don't understand. She said do you agree or not. Every time I tried to explain she would speak over me and interject do you agree or not. I told her I don't understand. She said I find it very disturbing that a provider of mine can not comprehend what I am saying I am worried about the safety and well being of the children in your care. I told her you have got to be kidding me are you serious? She said no I am very serious. I told her you really need to listen to me please. She told me I don't need to listen to anything you have to say. She said are you getting paid I tried to explain, she repeated I tried to explain she repeated I tried to explain she repeated so I finally conceded and said yes she said then sign the paper. I told her I can't sign the paper because if I do I won't get paid for children under 5 years old. She said isn't that what you agreed to? I told her no I told her what we are suppose to get paid for is birth (6 weeks) to 12 years of age. She said I am not doing this with you over wording. I told her if I sign it it makes it valid. She said do you agree to the 11 hour days. I told her I already told you I don't have a problem with the 11 hour days as long as it is done the right way. She said good then we can end this conversation on a positive note. I said wait you said you would answer my questions if I agreed. I asked

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her is San Diego the only location with 11 hour days she said I am not answering that I told her you said the navy lawyers and I asked her for their name again and again I could not hear her after she said it. I asked if I could speak with them she again said I am not aloud to speak with navy personal if I wanted to get my own private non navy lawyer I may do so. I asked if I'm not allowed to speak with the Navy then what is the certificate and Navy letter doing on my wall? She said I am not getting into that with you. I told her you said you would answer my questions she said when you ask a question I feel merits an answer then I will give you one. She said now you will have no more weekly meetings with [REDACTED] you have been given the sops you will get the signed sops when we get them to you so stop asking about them, you have what you have for now and that is good enough. You will have no more contact with the cmc you will stop looking into the paper work and do your job or leave the program. I told her even though we were promised otherwise. She said you have brought some very good things to our attention now stop looking into the paperwork and do your job or leave the program. She said Mrs. (incorrectly pronounced my last name) have a nice day I said yea you to she said good by and I said aw hnh and we hung up. I have never felt so humiliated and harassed in my entire life. I thought what [REDACTED] did was wrong, but this woman actually used her position to threaten me and tell me if I didn't stop pointing out the many flaws that makes it unsafe to do certain aspects of my job that I have to leave the program per the powerful position she holds. According to the OPNAV a provider has to go through a QRB quality review board a panel of people one of which being the CMC and the provider has the right to appeal their finding before they can revoke deny or suspend her certificate, yet she made it very clear to me she can just make me leave with complete disregard for the OPNAV.

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From: Leah Galindo
To: Hotline, OIG DoD
Subject: att: [REDACTED] Fw: [REDACTED] complaint form, timeline, and Initial documentation
Date: Friday, December 09, 2011 4:19:13 PM
Attachments: dates and times [REDACTED].wps
inspector general.wps
CNIC - IGAR Form (18 Nov) (2).pdf

--- On Mon, 11/21/11, [REDACTED] <[REDACTED]> wrote:

From: [REDACTED] <jelejr11@yahoo.com>
Subject: [REDACTED] complaint form, timeline, and Initial documentation
To: [REDACTED] <[REDACTED]@navy.mil>
Date: Monday, November 21, 2011, 2:53 PM

Hello [REDACTED]
Thank you so much please let me know when you want more documentation and how you would like me to send it to you. As I previously stated I have a great deal of it. If the attachment does not open please let me know I will copy and past it to another email.
v/r
[REDACTED] [REDACTED]

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W CIV CNRSW, N00G

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, December 19, 2011 14:43
To: [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] CIV NAVBASE San Diego, N00
Subject: FW: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

[REDACTED] Follow-up email from [REDACTED] regarding proposed action.

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] CIV CNRSW Broadway Complex San Diego, N2
Sent: Monday, November 28, 2011 17:52
To: [REDACTED] CIV NAVBASE San Diego, N00
Cc: Clove, Ronald I CIV Inspector General; [REDACTED] W CIV CNRSW, N00G; [REDACTED] CIV CNRSW, N00G
Subject: RE: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

[REDACTED]
As this person is in reality a contractor, my suggestion is that we address it in that manner. That said, I would tell her that, "within the next few weeks, Mr. [REDACTED] as the CNRSW Community Support Director, will review NRSW current and planned policy regarding the Child Development Home program to ensure that it is within the guidelines of higher authority, meets NRSW goals, and is conducted in an efficient manner. If there are changes as a result of this review, they will be clearly documented and be subject to meeting a compliance POA&M."

V/r,
[REDACTED]

-----Original Message-----

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, November 28, 2011 17:26
To: [REDACTED] CIV CNRSW Broadway Complex San Diego, N2; [REDACTED] CIV CNRSW, N00G
Cc: Clove, Ronald I CIV Inspector General; [REDACTED] W CIV CNRSW, N00G; [REDACTED] CIV NAVBASE San Diego, N00
Subject: RE: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

[REDACTED] The Complainant in this case has requested guidance, as follows: "Will my concerns be addressed with Mr. [REDACTED] Seeing as Mrs. [REDACTED] told me I am to no longer to look into the paperwork and "do my job". She has cut off my ties, so to speak of to whom I can speak with. I am currently being given documentation and being told I am required to sign or I will not receive subsidy (be paid) and I know the documentation [sic] is not legitimate. Therefore I cannot sign the paperwork being given. According to [REDACTED] I'm not in compliance. I feel as though I have been back into a perverbial [sic] corner and I am in fear for my job and am in fear of further retaliation. If you don't mind my asking will the IG office be supervising this process and to whom should I send all of my documentation?

Any suggestions on how I should respond?

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] CIV CNRSW Broadway Complex San Diego, N2
Sent: Wednesday, November 23, 2011 15:58
To: [REDACTED] CIV CNRSW, N00G
Cc: Clove, Ronald I CIV Inspector General; [REDACTED] W CIV CNRSW, N00G; [REDACTED] CIV NAVBASE San Diego, N00
Subject: RE: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

██████████

This is an ongoing issue that we have been working with the Region Master Chief. The CDH Provider who submitted the complaint (a contractor not an employee) has/had provided some information concerning shortcomings in the Metro CDH program. These were informally investigated and actions have been and are continuing to be taken (to include letters of warning), with a POA&M due to me rectifying the shortcomings identified. This issue is not closed, but in my mind I do not see it needing a formal IG investigation. Let me know if you disagree and/or want to discuss further.

V/r,

██████████

-----Original Message-----

From: ██████████ CIV NAVBASE San Diego, N00

Sent: Tuesday, November 22, 2011 14:47

To: ██████████ CIV CNRSW Broadway Complex San Diego, N2

Cc: ██████████ CIV CNRSW, N00G; Clove, Ronald I CIV Inspector General; ██████████ W CIV CNRSW, N00G; ██████████

██████████ CIV NAVBASE San Diego, N00

Subject: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

██████████ asked me to apprise you about this complaint that I received yesterday concerning the Home Child Care Program (1st 2 attachments can be opened as WORD docs). The complainant is somewhat rambling, but several Home Care Providers (independent contractors) allege that the local program fails to abide by OPNAV requirements, that local SOPs are outdated and have been superceded, and that when the providers sought answers from the program managers (Dr. ██████████ & ██████████) they were threatened with termination from the program.

██████████ wanted to give you the option of handling this matter since this program falls under the auspices of FFSC and your area of responsibility. On the other hand, we can press forward with an IG inquiry. In either case, we stand ready to assist you.

v/r, ██████████

██████████
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-██████████
DSN 526-██████████
FAX 619-556-██████████
E-Mail: ██████████ navy.mil

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W CIV CNRSW, N00G

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, December 19, 2011 14:45
To: [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] CIV NAVBASE San Diego, N00
Subject: FW: Resolution of Your Navy IG Hotline Complaint--Follow-up

[REDACTED] My notice to Complainant regarding status of her complaint.

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Thursday, December 01, 2011 17:08
To: [REDACTED]
Cc: [REDACTED] CIV NAVBASE San Diego, N00; [REDACTED] CIV CNRSW Broadway Complex San Diego, N2; [REDACTED] CIV CNRSW, N00G
Subject: Resolution of Your Navy IG Hotline Complaint--Follow-up

Ms. [REDACTED] I have discussed your situation with Mr. [REDACTED] (cc'd). Within the next few weeks, Mr. [REDACTED] as Navy Region Southwest's Community Support Director, will review Navy Region Southwest's (NRSW) current and planned policy regarding the Child Development Home program to ensure that it is within the guidelines of higher authority, meets NRSW goals, and is conducted in an efficient manner. If there are any changes as a result of this review, they will be fully documented and communicated to you and other child care providers.

Since I have opened a Navy IG Hotline case (control number 201103608), I will continue to monitor this matter. Please let me know if you do not hear from Mr. [REDACTED] staff by the end of the month or if your concerns are not satisfactorily resolved.

Respectfully,

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED]@navy.mil

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, November 23, 2011 12:22
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: Re: Resolution of Your Navy IG Hotline Complaint

Hi [REDACTED]

Thank you for your response, I am aware of Mr. [REDACTED] and his position. If you could give me some clarity will my concerns be addressed with Mr. [REDACTED]. Seeing as Mrs. [REDACTED] told me I am to no longer to look into the paperwork and "do my job". She has cut off my ties, so to speak of to whom I can speak with. I am currently being given documentation and being told I am required to sign or I will not receive subsidy (be paid) and I know the documentation is not legitimate. Therefore I cannot sign the paperwork being given. According to [REDACTED] I'm not in compliance. I feel as though I have been back into a perverbial corner and I am in fear for my job and am in fear of further retaliation. If you don't mind my asking will the IG office be supervising this process and to whom should I send all of my documentation?

v/r

[REDACTED]

ps I understand if I don't hear back from you before the holiday Happy Thanksgiving

--- On Wed, 11/23/11, [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED]@navy.mil> wrote:

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
<<http://us.mc1610.mail.yahoo.com/mc/compose?to=jeljr11@yahoo.com>>]
Sent: Monday, November 21, 2011 14:54
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: [REDACTED] complaint form, timeline, and initial documentation

Hello [REDACTED]

Thank you so much please let me know when you want more documentation and how you would like me to send it to you. As I previously stated I have a great deal of it. If the attachment does not open please let me know I will copy and past it to another email.

v/r

[REDACTED]

W CIV CNRSW, N00G

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, December 19, 2011 14:43
To: [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] CIV NAVBASE San Diego, N00
Subject: FW: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

[REDACTED] Below email trail includes [REDACTED] initial response. More to follow.

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] CIV CNRSW Broadway Complex San Diego, N2
Sent: Wednesday, November 23, 2011 15:58
To: [REDACTED] CIV CNRSW, N00G
Cc: Clove, Ronald I CIV Inspector General; [REDACTED] W CIV CNRSW, N00G; [REDACTED] CIV NAVBASE San Diego, N00
Subject: RE: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

[REDACTED]
This is an ongoing issue that we have been working with the Region Master Chief. The CDH Provider who submitted the complaint (a contractor not an employee) has/had provided some information concerning shortcomings in the Metro CDH program. These were informally investigated and actions have been and are continuing to be taken (to include letters of warning), with a POA&M due to me rectifying the shortcomings identified. This issue is not closed, but in my mind I do not see it needing a formal IG investigation. Let me know if you disagree and/or want to discuss further.

V/r,

██████████
-----Original Message-----

From: ██████████ CIV NAVBASE San Diego, N00

Sent: Tuesday, November 22, 2011 14:47

To: ██████████ CIV CNRSW Broadway Complex San Diego, N2

Cc: ██████████ CIV CNRSW, N00G; Clove, Ronald I CIV Inspector General; ██████████ W CIV CNRSW, N00G; ██████████

██████████ CIV NAVBASE San Diego, N00

Subject: Hotline Complaint--Home Child Care Provider Program--CLOSE HOLD (FOUO)

██████████ asked me to apprise you about this complaint that I received yesterday concerning the Home Child Care Program (1st 2 attachments can be opened as WORD docs). The complainant is somewhat rambling, but several Home Care Providers (independent contractors) allege that the local program fails to abide by OPNAV requirements, that local SOPs are outdated and have been superceded, and that when the providers sought answers from the program managers (Dr. ██████████ & ██████████) they were threatened with termination from the program.

██████████ wanted to give you the option of handling this matter since this program falls under the auspices of FFSC and your area of responsibility. On the other hand, we can press forward with an IG inquiry. In either case, we stand ready to assist you.

v/r, ██████████

██████████
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-██████████
DSN 526-██████████
FAX 619-556-██████████
E-Mail: ██████████@navy.mil

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W CIV CNRSW, N00G

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, December 19, 2011 14:47
To: [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] CIV NAVBASE San Diego, N00
Subject: FW: Resolution of Your Navy IG Hotline Complaint--Follow-up

[REDACTED] Complainant's response to my email notice regarding the status of her complaint, raising additional concerns.

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, December 01, 2011 19:08
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: Re: Resolution of Your Navy IG Hotline Complaint--Follow-up

Mr [REDACTED]
I appreciate your much anticipated response. However it is bittersweet. What I mean by this is my questions have not been answered. I have not been asked for nor told where to send my insurmountable amounts of documentation. I have been forced into submission by the very staff you just sent this back to, not to mention how my very character of Mr. [REDACTED] staff was questioned. Bullying tactics by Mrs. Rotterman in order to cower and comply. Now they will be contacting me in the next few weeks? Yet if I state I'm confused Mrs. Rotterman will say she is concerned that I can't comprehend what she is saying to me and she is concerned for the safety and well being of the children in my care. How am I to make sense of this? The staff of Mr. [REDACTED] goes... Mr. [REDACTED] [REDACTED] [REDACTED]
[REDACTED] my director [REDACTED] then my monitor [REDACTED] Can you please tell where am I suppose to send my

documentation? Who am I suppose to be speaking with? Who is going to protect us myself and Nikki Tetzlaff from further retaliation? Am I allowed to speak to anyone at this point other than you? I am not being sarcastic I am wholeheartedly concerned, and have asked this repeatedly. The reason being I went to a class that was very important to me on Monday 11/28/11. It was an epipen/medication administration class. We pushed very hard with [REDACTED] CMC, [REDACTED] and [REDACTED] to make this class happen since while working in the program there had yet to be one. This class was imperative for the safety of the children. While at the class the Registered Nurse was addressing us as Child Development Centers (CDC) and classroom staff instead of CDH. I did say we are CDH and she said contact [REDACTED] regarding concerns. She said I sense your hesitation I told her I can't discuss it. During the class she was instructing us on the proper way to administer rectal medication, and how not to perforate the anus. Many of the providers in the class speak English as a second language and they went home with handouts showing them how to properly insert rectal medication. They may now believe this procedure is acceptable in the CDH program seeing as our Director, Assistant Director and all monitors with the exception of Josie were present and sat idly by saying nothing to intervene. In no child care, day care or school setting are these acceptable practices. If we were to attempt to administer rectal medication we could possibly go to jail, that could be considered sexual assault/molestation. Yet I was told not to look into the paperwork, comply, or leave the program, and now you want those same people to contact me? Nikki was also in fear seeing as our own Director said and did nothing to counter these concerns. I became physically ill because I could not address these potential violations that may occur to young children, I had to excuse myself and could not finish the class. Our director would not look at me as I walked directly passed her and out of the room. Please address these concerns and help me with these confusing matters. Again we are in fear for further retaliation. We also fear by coming forward Mr. [REDACTED] staff, the same staff that does our inspections, may somehow find a way to eliminate us from the program.

Very Respectfully,

[REDACTED]

--- On Thu, 12/1/11, [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED]@navy.mil> wrote:

From: [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED]@navy.mil>
Subject: Resolution of Your Navy IG Hotline Complaint--Follow-up
To: '[REDACTED]' <jelejr11@yahoo.com>
Cc: '[REDACTED]' CIV NAVBASE San Diego, N00" <[REDACTED]@navy.mil>, '[REDACTED]' CIV CNRSW Broadway Complex San Diego, N2" <[REDACTED]@navy.mil>, '[REDACTED]' CIV CNRSW, N00G" <[REDACTED]@navy.mil>
Date: Thursday, December 1, 2011, 5:08 PM

Ms. [REDACTED] I have discussed your situation with Mr. [REDACTED] (cc'd). Within the next few weeks, Mr. [REDACTED] as Navy Region Southwest's Community Support Director, will review Navy Region Southwest's (NRSW) current and planned policy regarding the Child Development Home program to ensure that it is within the guidelines of higher authority, meets NRSW goals, and is conducted in an efficient manner. If there are any changes as a result of this review, they will be fully documented and communicated to you and other child care providers.

Since I have opened a Navy IG Hotline case (control number 201103608), I will continue to monitor this matter. Please let me know if you do not hear from Mr. [REDACTED] staff by the end of the month or if your concerns are not satisfactorily resolved.

Respectfully,

[REDACTED]
Base Inspector/Investigator

Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-
DSN 526-
FAX 619-556-
E-Mail: navy.mil <[http://us.mc1610.mail.yahoo.com/mc/compose?to=](http://us.mc1610.mail.yahoo.com/mc/compose?to=navy.mil) navy.mil>

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-----Original Message-----

From: [redacted] [mailto:[redacted]]
<<http://us.mc1610.mail.yahoo.com/mc/compose?to=jeljr11@yahoo.com>>]
Sent: Wednesday, November 23, 2011 12:22
To: [redacted] CIV NAVBASE San Diego, N00
Subject: Re: Resolution of Your Navy IG Hotline Complaint

Hi [redacted]

Thank you for your response, I am aware of Mr. [redacted] and his position. If you could give me some clarity will my concerns be addressed with Mr. [redacted]. Seeing as Mrs. [redacted] told me I am to no longer to look into the paperwork and "do my job". She has cut off my ties, so to speak of to whom I can speak with. I am currently being given documentation and being told I am required to sign or I will not receive subsidy (be paid) and I know the documentation is not legitimate. Therefore I cannot sign the paperwork being given. According to [redacted] I'm not in compliance. I feel as though I have been back into a perverbial corner and I am in fear for my job and am in fear of further retaliation. If you don't mind my asking will the IG office be supervising this process and to whom should I send all of my documentation?

v/r

[redacted]

ps I understand if I don't hear back from you before the holiday Happy Thanksgiving

--- On Wed, 11/23/11, [redacted] CIV NAVBASE San Diego, N00 <[\[redacted\]@navy.mil](mailto:[redacted]@navy.mil)>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[redacted\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[redacted]@navy.mil)> wrote:

From: [redacted] CIV NAVBASE San Diego, N00 <[\[redacted\]@navy.mil](mailto:[redacted]@navy.mil)>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[redacted\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[redacted]@navy.mil)>]
Subject: Resolution of Your Navy IG Hotline Complaint
To: [redacted] <[\[redacted\]@navy.mil](mailto:[redacted]@navy.mil)>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[redacted\]@navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[redacted]@navy.mil)>]

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
<<http://us.mc1610.mail.yahoo.com/mc/compose?to=jelejr11@yahoo.com>>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED])>]
Sent: Monday, November 21, 2011 14:54
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: [REDACTED] complaint form, timeline, and initial documentation

Hello [REDACTED]

Thank you so much please let me know when you want more documentation and how you would like me to send it to you. As I previously stated I have a great deal of it. If the attachment does not open please let me know I will copy and past it to another email.

v/r

[REDACTED]

W CIV CNRSW, N00G

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Monday, December 19, 2011 14:48
To: [REDACTED] CIV CNIC HQ, N00
Cc: [REDACTED] CIV NAVBASE San Diego, N00
Subject: FW: Resolution of Your Navy IG Hotline Complaint--Follow-up
Attachments: Contractor Reprisal Guide (Apr 2011).pdf

[REDACTED] Referral of complainant to DoD IG.

v/r, [REDACTED]

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED] navy.mil

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-----Original Message-----

From: [REDACTED] CIV NAVBASE San Diego, N00
Sent: Friday, December 02, 2011 16:48
To: [REDACTED]
Cc: [REDACTED] CIV CNRSW Broadway Complex San Diego, N2; [REDACTED] CIV CNRSW, N00G; [REDACTED]
[REDACTED] CIV NAVBASE San Diego, N00
Subject: Resolution of Your Navy IG Hotline Complaint--Follow-up

Ms. [REDACTED] After consulting with my IG chain of command, I have been directed to advise you that you may file a reprisal complaint with DoD IG, which maintains authority over reprisal cases involving Contractors. For your convenience, I have provided the attached guide and a link to DoD IG's website, should you decide to pursue a reprisal complaint.

<http://www.dodig.mil/INV/MRI/index.html>

As Navy Region Southwest's Community Support Director, Mr. [REDACTED] is the most appropriate person to address the programmatic aspects of your complaint, so I encourage you to await his review and decision.

Respectfully,

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]
FAX 619-556-[REDACTED]
E-Mail: [REDACTED]@navy.mil

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, December 01, 2011 19:08
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: Re: Resolution of Your Navy IG Hotline Complaint--Follow-up

Mr. [REDACTED]
I appreciate your much anticipated response. However it is bittersweet. What I mean by this is my questions have not been answered. I have not been asked for nor told where to send my insurmountable amounts of documentation. I have been forced into submission by the very staff you just sent this back to, not to mention how my very character of Mr. [REDACTED] staff was questioned. Bullying tactics by Mrs. [REDACTED] in order to cower and comply. Now they will be contacting me in the next few weeks? Yet if I state I'm confused Mrs. Rotterman will say she is concerned that I can't comprehend what she is saying to me and she is concerned for the safety and well being of the children in my care. How am I to make sense of this? The staff of Mr. [REDACTED] goes... Mr. [REDACTED] [REDACTED] [REDACTED] my director [REDACTED] then my monitor [REDACTED]. Can you please tell where am I suppose to send my documentation? Who am I suppose to be speaking with? Who is going to protect us myself and Nikki Tetzlaff from further retaliation? Am I allowed to speak to anyone at this point other than you? I am not being sarcastic I am wholeheartedly concerned, and have asked this repeatedly. The reason being I went to a class that was very important to me on Monday 11/28/11. It was an epipen/medication administration class. We pushed very hard with [REDACTED] CMC, [REDACTED] and [REDACTED] to make this class happen since while working in the program there had yet to be one. This class was imperative for the safety of the children. While at the class the Registered Nurse was addressing us as Child Development Centers (CDC) and classroom staff instead of CDH. I did say we are CDH and she said contact [REDACTED] regarding concerns. She said I sense your hesitation I told her I can't discuss it. During the class she was instructing us

on the proper way to administer rectal medication, and how not to perforate the anus. Many of the providers in the class speak English as a second language and they went home with handouts showing them how to properly insert rectal medication. They may now believe this procedure is acceptable in the CDH program seeing as our Director, Assistant Director and all monitors with the exception of Josie were present and sat idly by saying nothing to intervene. In no child care, day care or school setting are these acceptable practices. If we were to attempt to administer rectal medication we could possibly go to jail, that could be considered sexual assault/molestation. Yet I was told not to look into the paperwork, comply, or leave the program, and now you want those same people to contact me? Nikki was also in fear seeing as our own Director said and did nothing to counter these concerns. I became physically ill because I could not address these potential violations that may occur to young children, I had to excuse myself and could not finish the class. Our director would not look at me as I walked directly passed her and out of the room. Please address these concerns and help me with these confusing matters. Again we are in fear for further retaliation. We also fear by coming forward Mr. [REDACTED] staff, the same staff that does our inspections, may somehow find a way to eliminate us from the program.

Very Respectfully,

[REDACTED]

--- On Thu, 12/1/11, [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED]@navy.mil> wrote:

From: [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED]@navy.mil>
Subject: Resolution of Your Navy IG Hotline Complaint--Follow-up
To: "[REDACTED]" <[REDACTED]>
Cc: "[REDACTED] CIV NAVBASE San Diego, N00" <[REDACTED]@navy.mil>, "[REDACTED] CIV CNRSW Broadway Complex San Diego, N2" <[REDACTED]@navy.mil>, "[REDACTED] CIV CNRSW, N00G" <[REDACTED]@navy.mil>
Date: Thursday, December 1, 2011, 5:08 PM

Ms. [REDACTED] I have discussed your situation with Mr. [REDACTED] (cc'd). Within the next few weeks, Mr. [REDACTED] as Navy Region Southwest's Community Support Director, will review Navy Region Southwest's (NRSW) current and planned policy regarding the Child Development Home program to ensure that it is within the guidelines of higher authority, meets NRSW goals, and is conducted in an efficient manner. If there are any changes as a result of this review, they will be fully documented and communicated to you and other child care providers.

Since I have opened a Navy IG Hotline case (control number 201103608), I will continue to monitor this matter. Please let me know if you do not hear from Mr. [REDACTED] staff by the end of the month or if your concerns are not satisfactorily resolved.

Respectfully,

[REDACTED]
Base Inspector/Investigator
Naval Base San Diego
Bldg. 72, Room 103, 345 Senn Road,
San Diego, CA 92136
619-556-[REDACTED]
DSN 526-[REDACTED]

FAX 619-556- [REDACTED]

E-Mail: [REDACTED] navy.mil <[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\] navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED] navy.mil)>

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From: [REDACTED] [mailto:[REDACTED]]
<<http://us.mc1610.mail.yahoo.com/mc/compose?to=jeljr11@yahoo.com>>]
Sent: Wednesday, November 23, 2011 12:22
To: [REDACTED] CIV NAVBASE San Diego, N00
Subject: Re: Resolution of Your Navy IG Hotline Complaint

Hi [REDACTED]

Thank you for your response, I am aware of Mr. [REDACTED] and his position. If you could give me some clarity will my concerns be addressed with Mr. [REDACTED]. Seeing as Mrs. [REDACTED] told me I am no longer to look into the paperwork and "do my job". She has cut off my ties, so to speak of to whom I can speak with. I am currently being given documentation and being told I am required to sign or I will not receive subsidy (be paid) and I know the documentation is not legitimate. Therefore I cannot sign the paperwork being given. According to [REDACTED] I'm not in compliance. I feel as though I have been back into a perverbial corner and I am in fear for my job and am in fear of further retaliation. If you don't mind my asking will the IG office be supervising this process and to whom should I send all of my documentation?

v/r

[REDACTED]

ps I understand if I don't hear back from you before the holiday Happy Thanksgiving

--- On Wed, 11/23/11, [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED] navy.mil>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\] navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED] navy.mil)> wrote:

From: [REDACTED] CIV NAVBASE San Diego, N00 <[REDACTED] navy.mil>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\] navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED] navy.mil)> >
Subject: Resolution of Your Navy IG Hotline Complaint
To: '[REDACTED]' <[REDACTED]>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\]](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED])>
Cc: '[REDACTED] CIV NAVBASE San Diego, N00' <[REDACTED] navy.mil>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\] navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED] navy.mil)>, [REDACTED] W CIV CNRSW, N00G" <[REDACTED] navy.mil>
<[http://us.mc1610.mail.yahoo.com/mc/compose?to=\[REDACTED\] navy.mil](http://us.mc1610.mail.yahoo.com/mc/compose?to=[REDACTED] navy.mil)> >
Date: Wednesday, November 23, 2011, 11:14 AM

Sent: Monday, November 21, 2011 14:54

To: [REDACTED] CIV NAVBASE San Diego, N00

Subject: [REDACTED] [REDACTED] complaint form, timeline, and initial documentation

Hello [REDACTED]

Thank you so much please let me know when you want more documentation and how you would like me to send it to you. As I previously stated I have a great deal of it. If the attachment does not open please let me know I will copy and past it to another email.

v/r

[REDACTED] [REDACTED]

GUIDE TO FILING A DEFENSE CONTRACTOR EMPLOYEE WHISTLEBLOWER REPRISAL COMPLAINT	
1. INSTRUCTIONS	
a. Send the information requested in Section 2, "Complaint Information," to: Defense Hotline, The Pentagon, Washington, DC 20301-1900; or fax to: 703-604-8567, DSN 664-8567. You may e-mail the information to hotline@dodig.mil ; however, you should consider the fact that unencrypted e-mail messages are vulnerable to eavesdropping when transmitted over the Internet.	
b. If you have any questions, please call the Defense Hotline at 1-800-424-9098 or 1-877-363-3348 (SWA only).	
2. COMPLAINT INFORMATION	
a. If you previously filed this reprisal complaint with another agency, please provide a copy of the complaint and any reply. If the documents are not available, please provide the details (identify agency, contract number, date filed).	
b. Provide your full name, job title, status (employee or former employee), company and location, work and residence telephone numbers, and mailing and email addresses.	
c. Provide a copy of the protected disclosure (if written) and any reply received about the matter. If a copy of the disclosure is not available, please provide the following information: (1) The date of the disclosure. (2) Identify the government official to whom the disclosure was made (name, title, organization and location, and telephone number). Note: Disclosures to contractor officials are not protected under the statute. (3) The content of the disclosure. (4) Whether the matter was investigated, when, and by whom.	
d. Identify and provide a copy of the personnel action taken (for example, demoted, discharged, or otherwise discriminated against).	
e. Provide the full name, title, company and location, and telephone numbers of the company officials responsible for recommending or taking the personnel action at issue.	
f. Indicate why and how any responsible official knew of the protected disclosure before taking the personnel action.	
g. Indicate why you believe there is a connection between your protected disclosure and the personnel action taken against you.	
h. Identify key witnesses that can provide evidence to support your reprisal complaint and include telephone numbers to contact the witnesses.	
3. DEFINITIONS (Reference: Title 10, United States Code, Section 2409)	
a. Agency. The term "agency" means the Department of Defense, the Department of the Army, the Department of the Navy, the Department of the Air Force, the Department of Homeland Security, and the National Aeronautics and Space Administration.	
b. Contract. The term "contract" means a contract awarded by the head of an agency.	
c. Contractor. The term "contractor" means a person awarded a contract with an agency.	
d. Head of the Agency. The term "head of an agency" means the Secretary of Defense, the Secretary of the Army, the Secretary of the Navy, the Secretary of the Air Force, the Secretary of Homeland Security, and the Administrator of the National Aeronautics and Space Administration.	
e. Inspector General. The term "Inspector General" means an Inspector General appointed under the Inspector General Act of 1978, as amended.	
f. Investigation of Complaints. A defense contractor employee who believes that he or she has been subjected to a reprisal prohibited by Title 10, United States Code, Section 2409, may submit a complaint to the Inspector General of the Department of Defense. Unless the Inspector General determines that the complaint is frivolous, the Inspector General shall investigate the complaint and, upon completion of such investigation, submit a report of the findings of the investigation to the person, the contractor concerned, and the head of the agency.	
g. Prohibition of Reprisals. An employee of a defense contractor may not be discharged, demoted, or otherwise discriminated against as a reprisal for disclosing to a Member of Congress, a representative of a committee of Congress, an Inspector General, the Government Accountability Office, a Department of Defense employee responsible for contract oversight or management; or an authorized official of an agency or the Department of Justice information that the employee reasonably believes is evidence of gross mismanagement of a Department of Defense contract or grant, a gross waste of Department of Defense funds, a substantial and specific danger to public health or safety, or a violation of law related to a Department of Defense contract (including the competition for or negotiation of a contract) or grant.	

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PREVIOUS EDITIONS ARE OBSOLETE.